

1. If you see or receive threats of violence, you should report them to your immediate supervisor or the:
  - a. Safety
  - b. Security.
  - c. Inspector General.
  - d. General Council.
2. Violence in the workplace training is mandatory for all FEMA employees.
  - a. True
  - b. False
3. Any individual observing violent or threatening behavior that poses an immediate danger to persons or property is expected to call 911 or other appropriate emergency contacts for the facility.
  - a. True
  - b. False
4. When dealing with an employee demonstrating signs of violence and the situation is not life threatening, which of the following strategies is advisable for the supervisor in trying to defuse the situation?
  - a. Request assistance while meeting with the employee, per the Crisis Management Plan.
  - b. Minimize the angry words the employee is using, to reduce the emotional pitch.
  - c. Meet with the employee and a group of colleagues, to problem-solve together.
  - d. Take all threats or acts of violence seriously, but remain calm.
5. Workplace violence falls into four broad categories: violence by criminals, violence by customers, violence by employees, and:
  - a. Violence by strangers.
  - b. Violence by terrorists.
  - c. Violence by related parties.
  - d. Violence by animals/nonhumans.
6. Unpredictable violence that may be triggered by an argument, anger at the quality of service, denial of service, delays, or some other precipitating event best describes the following category of violence:
  - a. Type 1: Violence by criminals
  - b. Type 2: Violence by customers
  - c. Type 3: Violence by employees
  - d. Type 4: Violence by related parties

7. Often workplace violence occurs without any prior warning signs.
  - a. True
  - b. False
8. One technique for addressing the situation in a respectful manner and establishing limits with an offending coworker is the use of "I" statements. Which of the following is NOT a good example of an "I" statement?
  - a. I am afraid when you shout. Could you please lower your voice?
  - b. I want to have a good working relationship with you.
  - c. I have had quite enough of your lousy attitude.
  - d. I don't like it when you point your finger at me.
9. In the case of non-extreme misconduct, what does a first offense typically result in?
  - a. Removal from the job.
  - b. Suspension from the job.
  - c. No actions are taken for a first offense.
  - d. A verbal or written warning.
10. An employee who is exhibiting intimidating behaviors that are discourteous/disrespectful, uncooperative, and/or verbally abusive is showing:
  - a. Level 1 warning signs of violent behavior.
  - b. Level 2 warning signs of violent behavior.
  - c. Clear signs predicting violent behavior and justification for termination.
  - d. Signs of the classic "profile" of a soon-to-be-violent employee.